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MAR 15 2004

PTO/SB/08B (08-03)

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U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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Substitute for form 1449/PTO

Complete If Known

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet

1

of

2

Application Number

09/998,895

Filing Date

November 30, 2001

First Named Inventor

Teng

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MAR 17 2004

Art Unit

2176

Examiner Name

Technology Center 2000

Attorney Docket Number

OBLX-01033US0

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
AR	1	LEON, McAfee's NetTools Promises to Ease Network Desktop Diagnosis, InfoWorld, San Mateo, 7/24/1995, Vol. 17, Iss. 30, p. 53.	
APR	1	COONEY, IBM rolls out host- and server-based mgmt. apps, Network World, Framingham, 2/6/1995, Vol. 12, Iss. 6, pp. 6-7.	
AIO	1	WALSH, Remedy releases three applications for help-desk suite, InfoWorld, San Mateo, 4/21/1997, Vol. 19, Iss. 16, p. 34.	
APR	1	SCHMERSAL, Testing to maintain service standards, Communications News, Nokomis, Mar. 1998, Vol. 35, Iss. 3, pp. 22-23.	
APR	1	MUSTHALER, The trouble with help desk selection, Network World, Framingham, Feb. 20, 1995, Vol. 12, Iss. 8, pp. 35-39.	
APR	1	Clear Trust, Unified Access Management, Securant Technologies, Inc., pp. 1-23, 1997.	
APR	1	SiteMinder Agent Operations, Version 4.0, Netegrity Inc., 1997	
APR	1	SiteMinder Deployment Guide, Version 4.0, Netegrity Inc., 1997	
AR	1	SiteMinder Policy Server Operations Guide, Version 4.0, Netegrity Inc., 1997	
AR	1	SiteMinder Developer's API Guide, Version 4.0, Netegrity Inc., 1997	

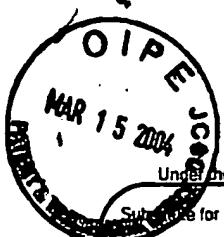
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Statement for Form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Substitute for form 1449/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>		Application Number	09/998,895
		Filing Date	November 30, 2001
		First Named Inventor	Teng
		Art Unit	2176
		Examiner Name	Technology Center 2100
Sheet	2	of	2
		Attorney Docket Number	
		OBLX-01033US0	

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Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Application Number	09/998,895	RECEIVED
Filing Date	November 30, 2001	
First Named Inventor	Teng	APR 3
Group Art Unit	2176	
Examiner Name		Technology
Attorney Docket Number	OBLX-01033US0	

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Technology Center 2100

U.S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number	09/998,895
				Filing Date	November 30, 2001
				First Named Inventor	Teng
				Group Art Unit	2176
				Examiner Name	Unknown
Sheet	1	of	1	Attorney Docket Number	OBLX-01033US0

U.S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

Examiner Signature	A. Butterlye	Date Considered	3-15-05
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